

UnitedHealthcare of Texas, Inc.

Dallas

Survey (CAHPS™3.0H) Results
Response Rate 29%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

Percentage who rated
6 or lower

Percentage who rated
7 or 8

Percentage who rated
9 or 10

The bar graph is
on a scale from
0 = worst and
10 = best.

On their health plan

20%

47%

33%

On their health care

8

34%

58%

On their specialist

9

33%

58%

On their doctor or nurse

9

37%

55%

State Averages

20%

38%

42%

12

34%

54%

12

29%

59%

12

34%

54%

Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...

Got care without long waits

19%

29%

51%

Had doctors communicate well

7

29%

65%

Had courteous, respectful, & helpful office staff

4

28%

68%

Had their plan handle claims quickly & correctly

8

33%

59%

State Averages

24%

30%

46%

9

29%

62%

8

26%

66%

10

33%

57%

Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...

Getting needed care

49%

87%

With efficiency & helpfulness of customer service

8

23%

68%

State Averages

714%

79%

8

20%

72%